

# Interpretation and Translation Services

## What if I don't speak English or need other language assistance?

The SBH-ASO shall assure translation and interpreter services are **provided free of charge** for Individuals with a preferred language other than English. These services include Sign Language (SL), oral interpretation, Braille, Auxiliary Aids and services, translated documents, or documents in large print.

### **Interpreter services will be provided for services including, but not limited to:**

- Customer service
- Crisis Line
- All appointments with any provider for any covered service. These services are arranged by the provider agency.
- All steps necessary to file grievances and appeals

### **What written materials are available in a non-English language?**

- All generally available written materials (brochures, flyers, etc.)
- Individual-specific written materials

### **The SBH-ASO and provider agencies may do any of the following to give information in your preferred language:**

- Translate the material into your preferred reading language;
- Provide the material in an audio version in your preferred language;
- Having an interpreter read the material to you in your preferred language;
- Provide the material in an alternate medium or format acceptable to you; or
- Provide the material in English, if you prefer.

For help in understanding this information, free translation or oral interpretation services are available by calling: 1-800-525-5637 or TTY/TDY 711

Para ayuda en la comprensión de esta información, los servicios de traducción libre o de interpretación oral están disponibles llamando al: 1-800-525-5637 o TTY / TTY 711